

M E M O R A N D U M

Date : August 22, 1988

To : ALL PAY PHONE OII WORKSHOP PARTICIPANTS

From : Mary Cooper, DRA Staff  
Chris R. Ungson, DRA Staff

Subject : SUMMARY OF AUGUST 16, 1988 WORKSHOP ON PUBLIC POLICY PAY  
PHONES

INTRODUCTION

The workshop on August 19, 1988 was attended by Jeff Beck (Attorney for the smaller independent telephone companies), John O'Keefe (California Payphone Association), Ron Evans (ComSystems), Woody Whitford (Contel), Pat Tapia (General), Jim Forbes (PacBell), Ray Ruiz (PacBell), Helen Morgan (PacBell), Mary Cooper (DRA), and Chris Ungson (DRA). The entire workshop meeting was devoted to a discussion of issues related to Phase II B -- Public Policy Pay Phones -- of the Pay Phone OII.

SUMMARY

1. Classification of the existing base of utility-owned Public Pay Phones in Pacific, General and Contel service areas which do not break-even. As you may recall, the workshop agreed previously to use the average break-even level of \$4.00 per day per pay phone. Counting only the \$.20 charge for a local call and the \$.20 service charge for intraLATA toll calls, it was estimated that about 67,000 pay phones generate an average of coin revenue below \$4.00 per day. The workshop on August 16 agreed to exclude all coinless pay phones from this 67,000 base, pending resolution of Phase I of the OII (cross-subsidization). It is estimated that Pacific Bell has about 7,000 coinless pay phones in service, General has about 1,000, and Contel has about 50. The crucial task before the workshop, therefore, was to develop a classification system which would determine which of the approximately 59,000 pay phones deserve continued subsidy and which do not. Three categories were developed to achieve this purpose: Category A, Category A Prime and Category B.

o Category A. The workshop agreed that pay phones in this category should continue to receive subsidy through some type of funding mechanism to be developed in the future. The criteria for Category A pay phones is described in Attachment 1. Please note that this category was refined to include only those circumstances where a single pay phone resides at one address. In contrast, Category A Prime was created to deal with those circumstances where multiple pay phones reside at one address.

o Category A Prime. The workshop agreed to create this category for those circumstances where two or more pay phones reside at one address. The question of whether pay phones in this category should continue to receive a subsidy was not resolved. The workshop did agree to consider funding for pay phones in this category pending more information from the utilities. The utilities agreed to report to the workshop, at some future date, the total number of pay phones in this category, and other pertinent data as deemed necessary by the utilities. (The DRA Staff would like to encourage the utilities to propose to the workshop a set of guidelines to determine which of these pay phones deserve a subsidy).

o Category B. The workshop agreed to use this category for those pay phones which do not meet the requirements of Category A or Category A Prime. Pay Phones placed in Category B do not deserve continued subsidy. Utilities are given the discretion to either (on an individual pay phone basis) remove them, convert them into Semi-Public Pay Phones, or leave them in place (at the utility's cost).

o The workshop developed a draft survey questionnaire (see Attachment 2) to be used by the utilities during the classification effort. The utilities agreed to "test" this draft survey questionnaire on several of their account executives. The utilities agreed to present the results of this "test", along with proposed revisions to the questionnaire, to the rest of the workshop during a meeting on August 31, 1988.

2. The workshop agreed that the Commission should establish a Committee to evaluate applications for Public Policy Pay Phones (new installations). Please see Attachment 3 for details.

3. The workshop agreed to develop an "Application For A Public Policy Pay Phone" form to be used by those who wish to have a Public Policy Pay Phone installed in a particular location. Helen Morgan of Pacific Bell volunteered to develop a draft Application form. It is hoped that this will facilitate discussion when the workshop meets again to discuss this topic.

4. The workshop agreed to ask Bob Weissman (CACD) to include the following items on the agenda for the meeting on August 31 (as time allows):

- ✓ a. Finalize Survey Questionnaire to Be Used By the Utilities in the Classification Effort.
- ✓ b. Finalize Consensus Over the Criteria Developed for Category A.
- c. Finalize Consensus Over the Establishment of a Committee to Evaluate Applications for Public Policy Pay Phones (new installations).
- 19th  
○ d. Development of the "Application For Public Policy Pay Phone" form. Helen Morgan (Lead).
- e. Development of The Future Funding Mechanism to be Used to Subsidize Category A pay phones, new installations

of Public Policy Pay Phones. Discuss Scheduling Only.

- f. Finalize Consensus Over the Criteria to be Used by the Committee (under "c" above) to Evaluate Applications for Public Policy Pay Phones (new installations). Discuss Scheduling Only.

ATTACHMENT 1

CRITERIA FOR CATEGORY A

1. The Public Pay Phone is not part of a contract which provides monetary benefit to the Station Agent; AND
2. There is NO OTHER Public Pay Phone located at the same address; 1/ AND
3. The Public Pay Phone is NOT a coinless pay phone; 2/ AND
4. The Station Agent on whose property the Public Pay Phone is located agrees to receiving NO compensation from the calls generated over that pay phone; AND
5. The general public should have unrestricted access to the Public Pay Phone. "Unrestricted Access" means that the pay phone should be physically and geographically accessible to the general public during the operating hours of the facility. Thus, if the pay phone is located inside a building, for example, the general public should be able to enter the building from the street to use the pay phone. AND
6. If the Public Pay Phone is located indoors, the Station Agent on whose property the pay phone is located agrees to the placement of a prominent sign (outside and inside the facility) which directs the general public to the pay phone location; AND
7. The Public Pay Phone meets ONE of the following conditions:
  - a. The Public Pay Phone is located is a site designated by a public agency as a gathering place where emergency aid is dispensed to the general public in the event of a natural disaster. OR
  - b. The Public Pay Phone is located in a location where those residing in that location cannot individually subscribe to basic telephone service because of the unavailability of facilities necessary for access to the network. OR

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1/The workshop decided to distinguish between those situations where there is more than one pay phone in a single location address versus those situations where there is only a single pay phone located on one address location. The former would be considered under Category A PRIME, while the latter would be considered under Category A.

2/The workshop agreed to temporarily place coinless pay phones under Category B (no funding), pending resolution of Phase I of the OII (cross-subsidization).

c. The Public Pay Phone is located in an area where no other pay phone is readily or effectively accessible to the general public. "Readily and effectively" accessible refers to the presence of at least one other pay phone available to the general public within 50 yards walking distance from the Public Pay Phone in question, assuming ideal conditions. There will be circumstances, however, when an alternate pay phone is within 50 yards walking distance from the Public Pay Phone in question WHERE it may still be deemed as not "readily or effectively" accessible. Therefore, it is necessary to temper the application of this "50-yard" rule by considering all of the factors below in determining more accurately the extent to which the nearest alternative pay phone is available to the general public:

1. Topography;
2. Geography;
3. Demographic characteristics of users (e.g., elderly, handicapped, low income--where residence telephone subscription is low);
4. Economic development of the area;
5. Safety of the area;
6. Weather conditions.

**APPENDIX E**



October 29, 1993

795 Folsom Street  
San Francisco, California 94107  
(415) 442-2600

Mr. Robert Weissman  
Commission Advisory and Compliance Division  
California Public Utilities Commission  
505 Van Ness Avenue  
San Francisco, California 94102

Dear Bob:

I appreciated the opportunity to review the draft report on the COPT Enforcement Program and congratulate the workshop members on the progress made in addressing consumer complaints in the public market. AT&T customers are among the many beneficiaries of the workshop's hard work and I thank you and the core team on their behalf.

The California COPT Enforcement Program represents an excellent example of how an industry may credibly ensure that necessary consumer safeguards are maintained and abuses corrected without the need for elaborate regulatory controls. AT&T has experienced a significant drop in complaints in California involving payphones since the program has been expanded statewide. I have shared information regarding this program with my peers in other states as an innovative and effective approach to consumer protection and have encouraged them to recommend the California model to their state Commissions for consideration. For example, I am aware of the interest already shown by the Oregon Commission and have had preliminary requests for information from our organization in some of the southern states as well.

I look forward to the final report and the continued success of the program. I particularly applaud the commitment shown to consumer education and would like to discuss with you how AT&T can assist in this effort.

Yours truly,

A handwritten signature in cursive script that reads "Eugene M. Graczyk".

E. M. Graczyk  
Manager - State Government Affairs

cc: K. Henderson, Director, CACD  
J. Leutza, Chief, Telecommunications Branch - CACD  
R. Bromley, Government Affairs Vice President

CPUC's COPT Enforcement Committee proposed language changes for COPT recording. Proposed effective date of 8/1/93.

**Current Tape:**

If you are having a problem with this private payphone, please look for the refund or service number on the phone's information sign. If you can't find it, please call 1-800-473-6220 during normal business hours.

**Proposed Tape:**

→ If you are having a problem with this private payphone, please look for the refund number on the phone's information sign. If there is no sign, try dialing "211". For further assistance, call 1-800-473-6220 during business hours.



## PRIVATE PAYPHONE COMPLAINT CALLS

Begin timing the call.

Greeting: ***"Tele-Consumer Hotline. How may I help you?"***

Assess the complaint:

Make sure that the caller understands that we are not the payphone vendor/owner nor are we the phone company. Tell the caller that we cannot return the money through the phone nor can we connect their call. Identify the Hotline as a "private payphone complaint service" if necessary.

If the complaint concerns removal of a payphone or is otherwise not a regular tariff complaint, refer the call to the COPT manager. If the COPT manager is not in the office at the moment, ask if the manager can call them back at a later time.

***"May I have the area code and number of the problem payphone?"***

If the caller cannot identify the number of the payphone, ask

***"Is the address on the payphone?"***

Direct the caller to

***"Look at the signs on the front of the phone."***

Make sure that the phone number and/or address the caller gives are the phone number and exact address of the problem payphone,

**NOT**            1.      Cross streets or intersection

**NOT**            2.      Phone number caller was trying to reach when they lost the money

**NOT**            3.      Vendor phone number and/or address.

***"Is there a 211 or 311, or any other number on the phone for service or refunds?"***

If the caller initially says "no," ask them to look for the name of the owner of the phone. Ask

***"Is there a number on the phone to reach [name of vendor]?"***

If the caller still cannot find a service/refund number, ask them to

***"Look for 911 or 411."***

This often prompts consumers to find the service/refund number.

If service/refund number found, ask the caller to

***"Call that number. It will connect you with the owners of the payphone and they should be able to either return your money or connect your call. Thank you for calling Tele-Consumer Hotline."***

If no service/refund number printed on the phone, ask

1. ***"What are the area code and first three numbers of the number you were trying to reach when the money was lost?"***
2. ***"What is the total amount of money that you lost when trying to make your call?"***
3. ***"How much did the phone request for the call?"***

Keep in mind that in some cases, callers will say that they deposited \$.20 or \$.25 initially, then the phone asked for an additional amount. Enter this "additional" amount (this is the actual cost of the call) on the form under the \$ requested section.

If the complaint concerns money lost for an incomplete call, ask

***"What happened when you lost the money?"***

Remember,

1. If the call was completed and the consumer could not dial additional digits (calling voice mail or a beeper, for example), the consumer does not have a tariff complaint. If this is the case, take any information on other tariff complaints and apologize to the caller. However, in these cases we cannot obtain a refund for the consumer.
2. We cannot get consumers a refund for an incorrectly dialed or wrong number.

Write down any additional complaint information that the caller may volunteer and enter it on the response form.

Close the call with:

***"Thank you for reporting this payphone. We will forward this information to the Complaint Enforcement Group and they will contact the owners of the payphone to fix the phone and mail you a refund. Thank you for calling Tele-Consumer Hotline."***

Refund complaints will generally take about 8-10 weeks for the caller to receive a refund. DO NOT promise consumers that they will get a refund. If consumers wish to follow up on their complaint, they must have as much identification information for the payphone as they originally provided the counselor. Complaint information cannot be found based on the name of the consumer making the complaint.

Stop timing the call. Complete response form.

<b>COPT NUMBER (700):</b>

<b>DATE:</b>	Pac Bell / GTE	<b>DAY OF WEEK:</b> 1 2 3 4 5
<b>TIME:</b>	<b>CALL DURATION:</b>	
<b>COUNSELOR:</b>		

<b>COPT INFO:</b>
City:
Address:
Location:

<b>VENDOR INFO:</b>
NAME:
ADDRESS:
CITY:

<b>MAIL REFUND TO :</b>
NAME:
ADDRESS1:
ADDRESS2:
CITY:
STATE:
ZIP:

<b>TARIFF COMPLAINTS (719)</b>	
<b>BLOCKED NUMBERS (705)</b>	
<input type="checkbox"/> 0+	<input type="checkbox"/> 411
<input type="checkbox"/> 0-	<input type="checkbox"/> 911
<input type="checkbox"/> 00+	<input type="checkbox"/> 950
<input type="checkbox"/> 10xxx (713)	<input type="checkbox"/> 800
<input type="checkbox"/> Refund # (707)	<input type="checkbox"/> 611

<b>MISSING SIGNAGE</b>
<input type="checkbox"/> Totally gone (701)
<input type="checkbox"/> Refund # (702)
<input type="checkbox"/> COPT # (702)
<input type="checkbox"/> Vendor name (702)
<input type="checkbox"/> COPT address (702)

<b>NO REFUND FOR INC. CALLS (708)</b>
# dialed:
\$ lost:
\$ requested:
Call ending:

☐ Cut off local call before 15 min (709)

<b>NUMBERS NOT FREE (706)</b>	
<input type="checkbox"/> 0+	<input type="checkbox"/> 411
<input type="checkbox"/> 0-	<input type="checkbox"/> 911
<input type="checkbox"/> 00+	<input type="checkbox"/> 950
<input type="checkbox"/> 10xxx (713)	<input type="checkbox"/> 800
<input type="checkbox"/> Refund #	<input type="checkbox"/> Rate Quote

<b>OVERCHARGED SENT-PAID CALL (704)</b>
\$ requested:
#dialed:
Date:
Time:

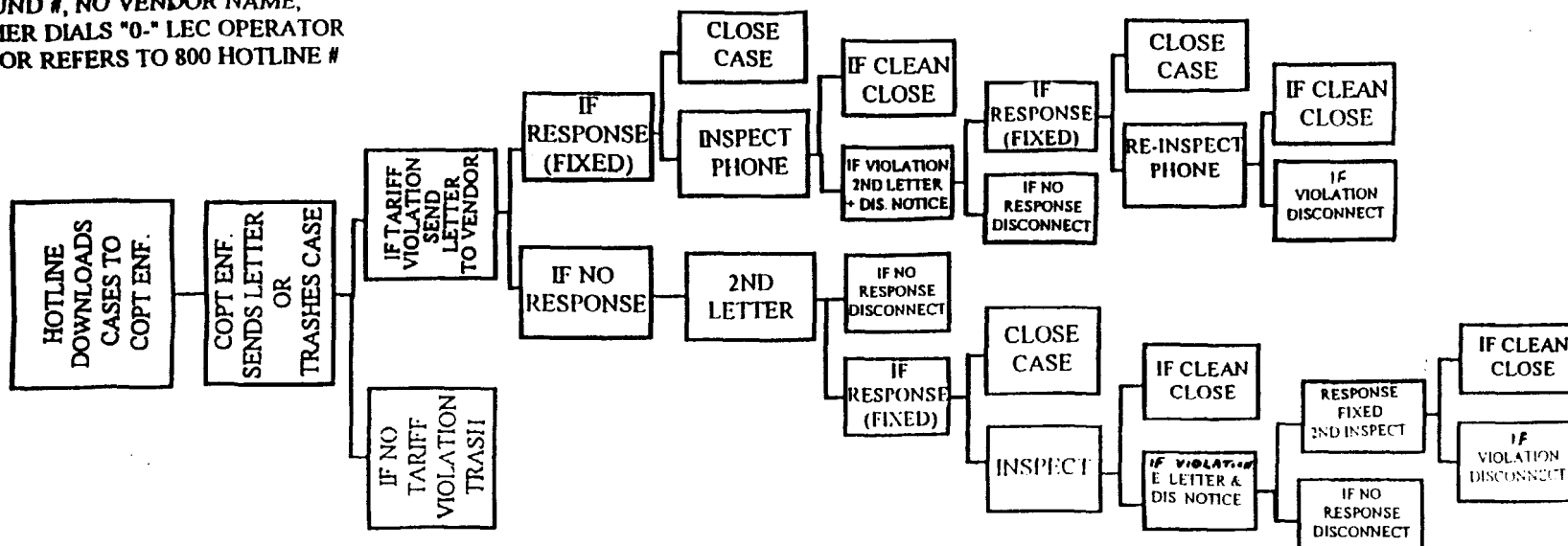
<b>OVERCHARGED LOCAL CALL (703)</b>
\$ requested:
# dialed:
Date:
Time:

<b>OTHER COMMENTS / CODES :</b>
<input type="checkbox"/> Referred to vendor (604)

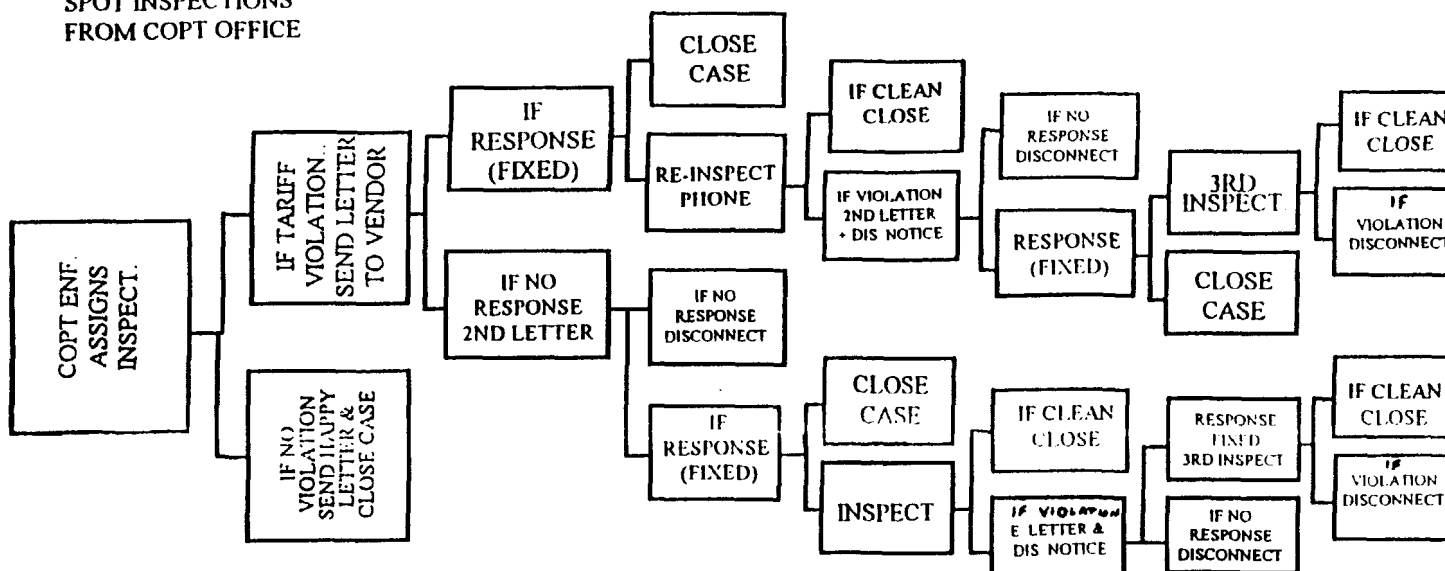
<b>NON-TARIFF COMPLAINTS:</b>	
<input type="checkbox"/> Lost money, did not try refund # (711)	<input type="checkbox"/> Phone broken (714)
<input type="checkbox"/> Lost money-wants call connect (717)	<input type="checkbox"/> Previously reported complaint ( 720)
<input type="checkbox"/> No money lost-wants call connect (712)	<input type="checkbox"/> Fatphone complaint (721)
<input type="checkbox"/> Requested immediate refund (716)	<input type="checkbox"/> Other non-tariff complaint (710)
<input type="checkbox"/> Requested refund for wrong # (715)	

<b>HEARD OF HOTLINE :</b>
<input type="checkbox"/> Local operator (51)
<input type="checkbox"/> Pacific Bell - spoken (10)
<input type="checkbox"/> Pacific Bell - written (9)
<input type="checkbox"/> Other _____

COPT ENF. FLOW CHART



## IF... SPOT INSPECTIONS FROM COPT OFFICE



### Where to complain

For complaints about private pay phones, first contact the owner or operator of the phone. Their number should be on the phone. If not, try 211 or 311. If the problem is not resolved to your satisfaction, call the Tele-Consumer Hotline at 1-800-473-6220.

The Hotline handles complaints about private pay phones for the COPT Enforcement Group, which is supervised by the California Public Utilities Commission (CPUC). It cannot refund your money, but it records complaints for investigation. If problems are not corrected, phones in violation of regulations will be disconnected.

For complaints about telephone company pay phones, first contact the company. If the problem is not resolved to your satisfaction, contact the CPUC at 505 Van Ness Ave., Room 2003, San Francisco, CA 94102; 1-800-649-7570. (All languages spoken.)

The Federal Communications Commission (FCC) handles complaints about interstate and international pay phone calls, at 2025 M St., NW, Suite 6202, Washington, DC 20554.

### This publication

This fact sheet was produced by Consumer Action for the COPT Enforcement Group. CA, a non-profit organization, is at 116 New Montgomery St., #233, San Francisco, CA 94105. Call CA at 1-415-777-9635, 10 a.m. to 3 p.m., weekdays; Voice/TTY, 1-415-777-9456. Chinese, English and Spanish spoken.

11/94 CP02

# Making Long Distance Calls from Private Pay Phones



## How to Reach Your Long Distance Company

### Important information

A long distance phone call is one that travels farther than a local call. Long distance calls (also called toll calls) include calls to other parts of the state, other states and other countries. They cost more than local calls.

You can make long distance calls from any pay telephone, whether it is owned by a phone company (a public pay phone) or by another company (a private pay phone).

Public and private pay phones offer the same services, but have different dialing and refund instructions. All pay phones must follow government rules that protect callers and give them rights.

Always look for printed instructions on the phone before you use it. Review the dialing instructions and see which company provides long distance services. (Some long distance calls are handled by the local phone company.)

There are different ways to make long distance calls. You can dial calls yourself, or ask the operator to dial for you—there is always an extra charge when the operator does the dialing. You can pay for calls with coins, or charge them to a calling card. There may be an operator surcharge for a coin call, and there is always an extra fee for charging calls.

If you don't know whether your call is long distance or local, dial the number and wait for an announcement telling you the amount of money you must deposit.

### Reaching your long distance carrier

Every pay phone is connected to a long distance company. To find out which company that is, look for a sign on the phone giving its name. If you don't see that information, dial "00" (the number 0, not the letter O) and ask the operator which company it is.

You can also dial the number you want to call, and listen for an announcement of the long distance company's name. If that company is not the one you want, hang up.

You can reach your preferred long distance company from any phone by dialing its access code. Long distance companies have toll-free "800" and five-digit access numbers. When you dial one of these, you are connected to that company's network.

Ask your long distance company for its access numbers. Operators for other phone companies cannot give you that information.

If you cannot reach your preferred company from the pay phone, that is a tariff violation. Look on the pay phone for a refund or complaint number, and dial it. That will connect you with the owner of the pay phone. If you cannot resolve your problem, you can file a complaint about it by calling 1-800-473-6220 to reach the Tele-Consumer Hotline.

## Dialing instructions

The way you dial a call depends in part on how you will pay for it.

- Direct-dialed call, paid for with coins. Dial the number and wait for an announcement of how much money to put into the phone.
- Calling card call. A calling card is an account which allows you to bill calls to your home phone number by using a special code. To use the phone company connected to the pay phone, dial 0 plus the number, and wait for a tone. When you hear the tone, press the buttons on the phone that correspond to your calling card number. To use other carriers, first dial their 800 or five-digit access code.
- Debit card call. Debit cards allow you to pay in advance for your calls. When you use the card, the cost of the call is deducted from the card's value. Dial the access number given to you by the debit card company, your debit card number, and the number you are calling.
- Third party call. Dial 0 plus the number and wait for an operator to come on the line. Tell the operator that you want to charge the call to another phone number. The operator may call that number to obtain permission to charge the call to that line.
- Collect call. In a collect call, the person you are calling agrees to pay for the call. You can dial 0 plus the number and tell the operator you are making a collect call. Or you can dial an 800 number collect call service offered by

some long distance companies.

- Reaching an operator. Dial 00 to reach a long distance operator; dial 0 to get a local operator.
- Reaching your long distance company from a phone that is connected to a different company. Dial your company's five-digit or 800 access number. Wait for an announcement that you have reached your company.
- Problems dialing. If you have trouble completing a long distance call, dial 00 and explain your problem to the operator. Operators can give you free dialing instructions.

## The cost of calls

To find out how much a call will cost before you make it, dial 00 and ask the operator for this free information.

The least expensive long distance pay phone calls are those you dial and pay for with a calling card. The most expensive calls are made using operator assistance.

For long distance coin calls within California, private pay phones can charge up to 10¢ total above the rate of the local phone company or AT&T. There are usually extra fees for operator-assisted calls. Phones can charge 25¢ for non-coin calls within the local service area.

There may be a minimum call period, such as three minutes. This means that you are charged for at least three minutes even if you are on the phone for just one minute.

## Refunds

When your call is not completed because the number was busy or no one answered, there should be no charge. If you put coins in the phone they should be returned when you hang up. (You will be charged for the call if it was completed, even if you only reached an answering machine.)

Look on the phone for a refund number. If you don't see one, try dialing "211" or "311." If that fails, and you want to file a complaint, call the Tele-Consumer Hotline toll-free at 1-800-473-6220. The Hotline staff cannot complete your call or refund your money. However, the phone's owner will be notified of your complaint.

Review your monthly phone bill carefully. Make sure you are only charged for calls that you made, and that you are not overcharged. If you believe a charge is wrong or unfair, complain to the company that billed you for it.

## Complaining about private phones

If you have a complaint about a private pay phone, follow these instructions:

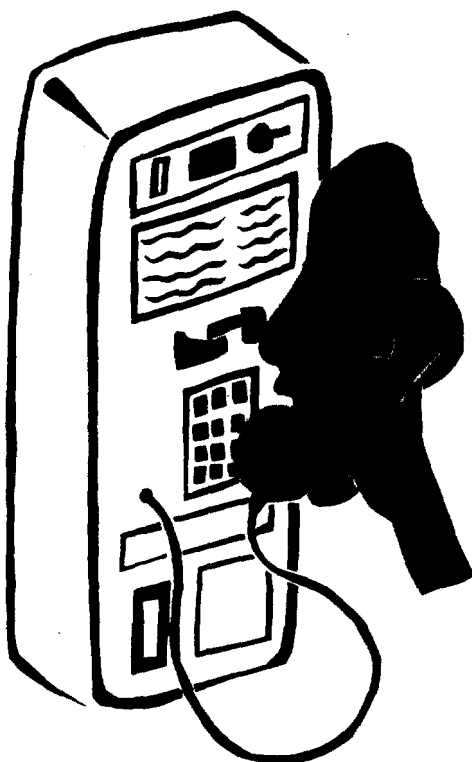
- Coin call. Look for a refund number. If you don't see one, try dialing 211 or 311, assistance numbers used at many private pay phones. If you still have problems, file a complaint by dialing 1-800-473-6220.
- Non-coin call. If you paid for the call without coins, contact the company that handled

the call. (If you dialed an access code to make the call though your long distance carrier, do so again when complaining.)

- Overcharge. Complain to the owner of the phone if you were overcharged on a coin call, by dialing 211 or 311. For non-coin calls billed to your phone, complain to the company that billed you.
- Blocked call. If you can't reach your long distance company by using its access number, ask the operator (00) for help. If you still cannot reach your carrier, note the phone's number and location and file a complaint by calling 1-800-473-6220.
- Wrong number. To receive credit for a wrong number, contact the owner of the phone if you paid in coins, or dial the operator if you paid for the call without coins. However, pay phone providers are not required to refund calls to wrong numbers.
- Bad connection, disconnected call. If you paid for the call with coins, call the owner of the phone. If you did not use coins, contact the company that handled the call.

# **PROBLEMS WITH A PRIVATE PAY PHONE?**

## **File a Complaint**



**TELE-CONSUMER HOTLINE**

**1-800-473-6220**

English and Spanish spoken. When filing a complaint, provide the phone number and location of the problem pay phone.

# Consumer Action

116 New Montgomery Street, Suite 233  
San Francisco, CA 94105  
(415) 777-9648

**Southern California Office**  
523 Sixth Street, Suite 1224  
Los Angeles, CA 90014  
(213) 624-8327

FOR IMMEDIATE RELEASE

Contact: Ken McEldowney, (415) 777-9648  
Cher McIntyre, (213) 624-8327  
(Speakers available in  
Chinese, Spanish)

## FREE FACT SHEETS HELP YOU COMPLETE CALLS FROM PRIVATE PAY PHONES

Feb. 7, 1995—Did you know that there is a place you can complain if you have problems with a private pay phone?

Two new fact sheets produced by Consumer Action in eight languages show consumers how to use private pay phones to make local and long distance calls. The free fact sheets contain details on dialing and paying for calls, how to reach operator assistance, making emergency calls, obtaining refunds, and how to resolve consumer complaints—including overcharges, blocking of long distance carriers, and bad connections.

**For copies of "Making Local Calls from Private Pay Phones" and "Making Long Distance Calls from Private Pay Phones," send a self-addressed, stamped envelope (32¢ postage) to: Private Pay Phone Fact Sheets, c/o Consumer Action, 116 New Montgomery St., #233, San Francisco, CA 94105. (If you want a language other than English, please indicate one of the following in your request: Cambodian, Chinese, Korean, Laotian, Spanish, Tagalog or Vietnamese.)**

**(Editor's note: If you wish to print a phone number, PLEASE use (415) 255-3879.)**

Any individual or company—not just phone companies—may own or operate pay phones. There have been many complaints about overcharging and the failure to abide by regulations at phones owned by private companies.

"Many people don't realize that all pay phones aren't owned by the local phone company," said Consumer Action Executive Director Ken McEldowney. "We want people to understand how to use private pay phones and what their rights are."

In California, pay phones owned by businesses other than phone companies are called "Customer Owned Pay Telephones" (COPTs). It can be hard to tell the difference between public and private pay phones. All COPTs are required to carry printed statements informing consumers who owns and operates the phone, its location and ID num-

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ber, who to call if there is problem and how to obtain a refund, among other disclosures. However, these signs are often missing.

In 1993 the California Public Utilities Commission (CPUC) set up the COPT Enforcement Group—a joint effort between enforcement, industry and consumer groups—to handle complaints against privately owned pay phones. The COPT Enforcement Group employs the Tele-Consumer Hotline (1-800-473-6220, toll-free) to receive complaints from the public about private pay phones.

“Competition is rapidly changing the telecommunications industry,” said Robert Weissman of the COPT Enforcement Group, which funded the fact sheets. “People are going to have to be aware how that world is changing. It’s key that consumers understand how to use the equipment and what their rights are. These fact sheets are important because better educated consumers make better choices.”

In the last half of 1994, the hotline received more than 8,300 pay phone complaints, according to the Tele-Consumer Hotline’s Barbara Hutchison. The two biggest complaints are missing signs and refund lines that are constantly busy or not answered, she said.

“Making Local Calls from Private Pay Phones” and “Making Long Distance Calls from Private Pay Phones” were produced by Consumer Action for the COPT Enforcement Group. Funding for the fact sheets comes from a monthly surcharge paid by the owners of every privately owned pay phone in the service territories of Pacific Bell and GTE California.

*Consumer Action is a 23-year-old non-profit consumer education and advocacy organization with offices in San Francisco and Los Angeles.*

# Consumer Action

116 New Montgomery Street, Suite 233  
San Francisco, CA 94105  
(415) 777-9648

**Southern California Office**  
523 Sixth Street, Suite 1224  
Los Angeles, CA 90014  
(213) 624-8327

February, 1995

Dear Friend,

Many people do not realize that all pay phones aren't owned by the local phone company. Or that there is a place to complain if they have problems with a privately owned pay phone.

Two new fact sheets produced by Consumer Action show how to use private pay phones to make local and long distance calls and spell out what consumer protections are in effect.

The free fact sheets contain details on dialing and paying for calls, how to reach operator assistance, making emergency calls, obtaining refunds, and how to resolve consumer complaints—including overcharges, blocking of long distance carriers, and bad connections.

The easy-to-read fact sheets, entitled **"Making Local Calls from Private Pay Phones"** and **"Making Long Distance Calls from Private Pay Phones,"** are available for free and in bulk for community agencies to distribute to their clients and members. Editions are available in Cambodian, Chinese, English, Korean, Laotian, Spanish, Tagalog or Vietnamese.

For your convenience, we have enclosed an Order Form to be filled out and returned in the postage paid envelope we have provided.

CA will be conducting workshops and presentations and providing technical assistance to help agencies understand how to use private pay phones. If you have questions about phone service or would like information about a workshop, please call us at (415) 777-9648 or (800) 999-7981. (Sergio Romero can be reached at our Los Angeles office at (213) 624-8327.

Josephine Shaw

Kathy Li

Sergio Romero

Outreach Specialists

**Order Form for Free Copies of  
Consumer Action's Fact Sheets on  
Completing Calls at Private Pay Phones**

Please send me the fact sheet(s) I have indicated below about making calls from private pay phones, in the numbers and languages noted below:

*Limit, 500 per language per fact sheet per agency*

"Making Local Calls from Private Pay Phones" fact sheet:

_____English	_____Cambodian	
_____Chinese	_____Korean	_____Laotian
_____Tagalog	_____Spanish	_____Vietnamese

"Making Long Distance Calls from Local Pay Phones" fact sheet:

_____English	_____Cambodian	
_____Chinese	_____Korean	_____Laotian
_____Tagalog	_____Spanish	_____Vietnamese

Send these materials to:

Name \_\_\_\_\_

Agency \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

City \_\_\_\_\_, CA ZIP \_\_\_\_\_

Phone: \_\_\_\_\_

Return this order form to: Consumer Action, 116 New Montgomery St.,  
Suite 233, San Francisco, CA 94105

Disconnects

Pacific Bell

1st Quarter

GTE

January 1995 — February 1995 — March 1995

01/95 - 7

01/95 - 1

02/95 - 16

02/95 - 2

03/95 - 15

03/95 - 0

Grand Total 38

Grand Total 3

2nd Quarter

April 1995 ---- May 1995 — June 1995

04/95 - 14

04/95 - 0

05/95 - 9

05/95 - 0

06/95 - 9

06/95 - 1

Grand Total 70

Grand Total 4

3rd Quarter

July 1995 ---- August 1995 ---- September 1995

07/95 - 16

07/95 - 0

08/95 - 19

08/95 - 0

09/95 - 24

09/95 - 2

Grand Total 129

Grand Total 6

4th Quarter

October 1995 —

10/95 - 15

10/95 - 3

Grand Total 144

Grand Total 9

**Disconnects**

January 1994 -- February 1994 -- March 1994

**Pacific Bell**

**GTE**

01/94 -- 15

01/94 -- 4

02/94 -- 10

02/94 -- 9

03/94 -- 16

03/94 -- 0

**Total 41**

**1st Quarter**

**Total 13**

April 1994 -- May 1994 -- June 1994

04/94 -- 16

04/94 -- 0

05/94 -- 22

05/94 -- 3

06/94 -- 26

06/94 -- 0

**Total 64**

**2nd Quarter**

**Total 3**

July 1994 -- August 1994 -- September 1994

07/94 -- 32

07/94 -- 5

08/94 -- 31

08/94 -- 0

09/94 -- 30

09/94 -- 1

**Total 93**

**3rd Quarter**

**Total 6**

October 1994 -- November 1994 -- December 1994

10/94 -- 8

10/94 -- 5

11/94 -- 24

11/94 -- 1

12/94 -- 9

12/94 -- 0

**Total 41**

**4th Quarter**

**Total 6**

**Grand Total 239**

**Grand Total 28**

In addition 130" special case" were disconnected

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# ***GUIDELINES FOR INSPECTIONS***

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## **SIGNAGE**

- ♦ The customer will be responsible for installing on or adjacent to each COPT a prominent display in signage or screen indicating the following in well lighted and clearly legible form. These requirements may be met by a combination of instructions within the customers' discretion.
- ♦ If all signage is there and correct, put an "OK" in the main signage box. If not, put a check next to the specific violation and circle the word signage.
- **Totally Gone**  
If all signage is missing, place a check in this box. If not all required information is missing, disregard this box and check the appropriate boxes.
- **IRD Info**  
Does not read "Local calls by use of 10xxx, calling card or operator handled services (OPH) may cost more than directly dialing local number".
- **Surcharge Info**  
Signage should state somewhere on it "Surcharges May Apply to Operator Assisted and Calling Card Calls".
- **Rate Quote Number**  
Signage should say "For Rate Quote Dial 00", but the rate quote number is not always "00", any number will work as long as it allows free access to the long distance operator.
- **Signage Should Always State the Following Free Numbers:**
  - a) Dial "0" to reach local operator. (If missing, write up in the "other section").
  - b) Dial "911" for emergencies.
  - c) Dial "411" for within area code information.
  - d) Dial "611" to reach local utility operator.(If missing, circle whether 411 or 611 or both).

- **Local Call Rate/Time Limit**

Signage should state local calls 20 for 15 minutes..

If signage is missing the local call rate and time limit, check the box.

If signage is missing one or the other, circle which one and check the box.

Note: Vendor may allow more than 15 minutes. If this is the case no time limit is required to be posted.

- **Vendor Name**

Name of the owner/operator who can assist with a problem about the pay telephone for an end user.

- **Refund Number**

Usually 211, but any number listed as the refund/repair number will do, as long as it allows free access.

- **COPT Number or COPT ID Number**

Refer to the 0- section of dialing checks to verify the COPT number is correct.

If the COPT number is not present, does the signage have an ID number posted? If not, mark the box next to the COPT number.

If the COPT number is not on the signage, look for a COPT ID number, if there is one, do not mark the box next to the COPT number.

- **COPT Address**

This is the address of the pay telephone.

- **O.S.P. Information**

Signage should state the name of the Operator Service Provider (OSP) which can also be the long distance 0+ carrier. (Refer to 0+ section of Dialing Checks).

The OSP listed is supposed to be the same as the 0+ carrier.

- **1+ and 0+ Dialing Instructions**

Coin Calls.

Calls within this area code: Dial number.

Calls outside this area code: 1 + area code and number.

Credit, Calling Card, Collect, Third Party or Person to Person.

Calls within this area code: 0 + area code + number.

Calls outside this area code: 0 + area code + number.

- **State If No Incoming Calls**

If telephone does not accept incoming calls, refer to dialing check section and write it in or check box.

- **Other**

Signage barely legible.

Does not read, "Dial 0" to reach local operator.

Dialing sequence--Signage should have instructions on how to place a call. e.g. "Dial number then deposit amount or deposit coin first".



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## ***DIALING CHECKS***

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- **0-**

Dial 0. Ask operator to verify number of telephone and compare with number listed on signage. Ask operator to please ring you back on this line. If telephone does not accept incoming calls, check signage and mark accordingly.

- **0+**

Dial 0 + area code + local number. Wait for the LEC bong tone, put in 13 digits to make sure the keypad stays open. If unable to dial the 13 digits, check the box and write "Keypad goes dead on 0+ calls." in the space provided at the bottom of the sheet. In addition, dial 0+ Non Local Intra Lata number, see if you get a LEC bong tone, if not see if the OSP reached is indicated on the signage and make sure keypad stays open. Also, dial 0+ Inter Lata Intra State number and check to see if you get the OSP and bong tone of the OSP listed on signage and that the keypad stays open. If not, write it up in other space in the as "using Non-Local Intra Lata OSP or Inter Lata OSP is other than is listed on signage.

- **Rate Quote Information**

Dial 00 or whatever is says to dial for a rate quote.

- **10xxx - Refer to 10xxx section**

Dial 102880; should get a live AT&T operator, if not, write complete response, e.g. "recording says invalid number". Do the same with the other two (2) major 10xxx carriers, MCI and Sprint.

Dial 102880+ a valid InterLATA/IntraState area code & prefix. You should get an AT&T bong tone, proceed to dial 13 digits. If this does not work, write what does happen, e.g. "dead keypad, fast busy etc...". Check the other two major 10xxx carriers in the same manner.

**If all carriers are accessible either by dialing 10xxx0- or by dialing 10xxx0+10 digits the numbers are not considered blocked.**